



## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Ruppelt et al.

Serial No.: 09/480,589

Filed: January 10, 2000

For: METHOD, SYSTEM, AND  
PROGRAM PRODUCT FOR ON-LINE  
SERVICE CALL SCHEDULING

: Art Unit: 3623

: Examiner: Van Doren, Beth

Mail Stop: Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

## TRANSMITTAL

- Transmitted herewith is:  
Amendment (29 pgs.), in response to Office Action dated July 28, 2005  
Transmittal Form (3 pgs.), in duplicate  
Return Post Card

## STATUS

- Applicant

☐

claims small entity status.

☒

is other than a small entity.

CERTIFICATE OF MAILING BY EXPRESS MAIL TO  
THE COMMISSIONER FOR PATENTS

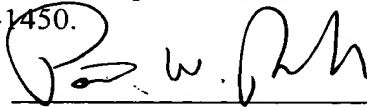
Express Mail No. EV679277324US

Date: December 28, 2005

I hereby certify that the documents listed above are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. §1.10 on the date indicated above in an envelope addressed to Mail Stop: Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

01/03/2006 DTESSEH1 00000100 012384 09480589

01 FC:1252 450.00 DA

  
Patrick W. Rasche, Reg. No. 37,916

## EXTENSION OF TERM

3. The proceedings herein are for a patent application and the provisions of 37 C.F.R. 1.136 apply.

(complete (a) or (b), as applicable)

- (a)   X   Applicant petitions for an extension of time under 37 C.F.R. 1.136  
(Fees: 37 C.F.R. 1.17(a)-(d) for the total number of months checked below:)

Extension for response within:	Other than small entity Fee	Small entity Fee (if applicable)
<u>      </u> first month	\$ 120.00	\$ 60.00
<u>  X  </u> second month	\$ 450.00	\$ 225.00
<u>      </u> third month	\$ 1,020.00	\$ 510.00
<u>      </u> fourth month	\$1,590.00	\$ 795.00
<u>      </u> fifth month	\$2,160.00	\$1,080.00

Fee:           \$450.00          

If an additional extension of time is required, please consider this a petition therefor.

*(Check and complete the next item, if applicable)*

       An extension of        months has already been secured. The fee paid therefor \$       is deducted from the total fee due for the total months of extension now requested.

Extension fee due with this request \$      

OR

- (b)        Applicant believes that no extension of term is required. However, this conditional petition is being made to provide for the possibility that applicant has inadvertently overlooked the need for a petition for extension of time.

### FEE FOR CLAIMS

4. The fee for claims (37 C.F.R. 1.16(b)-(d)) has been calculated as shown below:

	(Col. 1)		(Col. 2)	(Col. 3)	SMALL ENTITY		OTHER THAN SMALL ENTITY
	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NO. PREVIOUSLY PAID FOR	PRESENT EXTRA	ADDITIONAL RATE FEE	OR	ADDITIONAL RATE FEE
TOTAL INDEP.	84	MINUS	81	= 3	x \$25.00 = \$		x \$50.00 = \$150.00
		MINUS		=	x \$100.00 = \$		x \$200.00 = \$
— FIRST PRESENTATION OF MULTIPLE DEP. CLAIM					+ \$180.00 = \$		+ \$360.00 = \$
					TOTAL ADDITIONAL FEE \$	OR	TOTAL ADDITIONAL FEE \$150.00

(a) ☐ No additional fee for Claims is required

**OR**

(b) ☒ Total additional fee for claims required **\$ 150.00**

### FEE PAYMENT

5. Attached is a check in the sum of \$\_\_\_\_\_

☒ Charge Deposit Account No. 01-2384 the sum of **\$600.00**.  
A duplicate of this transmittal is attached.

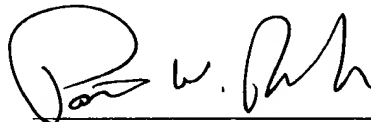
### FEE DEFICIENCY

6. ☒ If any additional extension and/or fee is required, charge Deposit Account No. 01-2384.

**AND/OR**

☒ If any additional fee for claims is required, charge Deposit Account No. 01-2384.

7. ☐ Other:



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**AMENDMENT**

Sir/Madam:

In response to the Office Action dated July 28, 2005, please amend the above identified application as follows.

01/03/2006 DTESSEM1 00000100 012384 09480589  
02 FC:1202 150.00 DA